

Important Trip Info and Reminders/FAQs

(All the Big and Little Stuff You Need to Know)

- **Cancellation Policy:** Within 30 days we CANNOT give refunds for anyone in your group who decides not to show. Remember, we are turning away other paying customers because we already have a reservation saved for you. Be responsible. If someone in your group won't be able to attend, call and let us know as soon as possible. The sooner you let us know, the more likely we are to be able to work with you. There will be **ABSOLUTELY NO refunds for no-shows on the day of a trip, and any remaining balance will be charged to the card we have on file.**
- **Late Policy:** Safety talks are scheduled to start promptly at your reservation time. The safety talk is mandatory, and you must be here for it in order to go on the trip. Respect your fellow customers and their time, don't be late! However, if you get lost in the woods and can't get here on time, please call to let us know. Don't miss the boat! We would hate for you to be left behind because we thought you weren't coming.
- **Clothing: Shoes are required.** Please wear shoes that will stay on your feet (i.e.: sport sandals, tennis shoes or water shoes). **DO NOT wear flip-flops!** Dress for the weather, and understand it is generally cooler in the water and in the wooded area we travel through. You WILL be getting wet, so wear whatever you feel comfortable getting wet in. **Your trip will run no matter the weather.** No rain, nor sleet, nor snow shall keep us from whitewater expeditions. For more info, please look at the "What to Wear" file.
- **Drugs/Alcohol:** Anyone under the influence of drugs or alcohol will NOT be allowed to run the river. NO REFUNDS. Whitewater is a dangerous natural resource that requires your full attention. What you do after your trip is your business.
- **Directions:** Please follow the directions in the "directions" file. If you use a GPS, be warned that it will likely direct you into a thicket of trees, where you will lose cell phone and GPS reception, causing you to drive in circles until you've run out of gas and become stranded. Without food or water. By the time the bears find you, your boat will have left. So please spare yourself the pain and embarrassment of being the late group that everyone has to wait on, or worse, the group that gets left behind and possibly eaten by black bears!
- **Tipping:** Tipping your guide is customary, although not mandatory. Your guide will do everything he or she can to ensure you and your group have a safe and fun trip. *If you've enjoyed your trip, the best way to thank your guide is by saying "Thank you," smiling, and then cracking open your wallet.* If you are planning a trip for a large group of people who are not planning on having extra expenses, consider building a tip into your trip cost. A few extra bucks per person goes a long way. Although some guides have Venmo, **CASH IS KING** for tips.
- **Photos:** Want proof you did it? We take photos of nearly every trip. You will have the opportunity to see your photos in our shop after your trip. Digital downloads are available for purchase. You can purchase a package after your trip. OR you can go to <https://store.picthrive.com/cheatriver outfitters/> for up to a year and view or purchase your photos.